General Government

Summary of Programs

	FY04 Adopted	FY05 Proposed	Percent Change
Legislative			
Personal Services	$ 41,500	$ 41,500	0%
Operating Costs	$ 49,585	$ 31,850	(35.8%)
Totals:	**$ 91,085**	**$ 73,350**	**(19.5%)**
General Management			
Personal Services	$ 868,741	$593,858	(31.6%)
Operating Costs	$ 144,000	$110,650	(23.2%)
Totals:	**$1,012,741**	**$704,508**	**(30.4%)**
Finance / City Clerk			
Personal Services	$260,272	$393,574	51.2%
Operating Costs	$ 88,530	$144,380	63.1%
Totals:	**$348,802**	**$537,954**	**54.2%**
Legal Services			
Personal Services	$ 0	$ 0	-
Operating Costs	$ 112,000	$125,000	11.6%
Totals:	**$112,000**	**$125,000**	**11.6%**
Information Systems			
Personal Services	$143,037	$145,012	1.4%
Operating Costs	$ 56,100	$ 56,600	0.9%
Totals:	**$199,137**	**$201,612**	**1.2%**
Human Resources			
Personal Services	$ 0	$101,015	-
Operating Costs	$ 0	$ 23,010	-
Totals:	**$ 0**	**$124,025**	-
Total, General Government:			
Personal Services	$1,313,550	$1,274,959	(2.9%)
Operating Costs	$ 450,215	$ 491,490	9.2%
Total:	**$1,763,765**	**$1,766,449**	**0.2%**

General Government

General Government includes the following service areas:

> Legislative
> General Management
> Finance / City Clerk
> Legal Services
> Information Systems
> Human Resources

The City operates under a Council-Manager form of government. The Mayor and City Council are elected officials who serve as the legislative, policy-making body, composed of seven citizens elected to two year terms.

Management includes the City's top management team. The City Manager is appointed by the City Council and is responsible for providing professional management oversight of all City departments; directing the administration and execution of policies and goals formulated by City Council; acting as an advisor to the City Council on policy matters; and preparing the annual budget. The Deputy City Manager's primary responsibilities include Human Resources, including negotiating labor contracts; Risk Management; oversight of the Media functions (Cable TV, City newsletter), Information Systems Office and the Procurement Officer.

The City Clerk / Treasurer works directly with the City Manager and in consultation with the Mayor, arranges for the orderly execution of City Council business. The City Clerk / Treasurer manages the combined Finance / City Clerk Office. Staff primarily assigned to City Clerk functions serve as liaisons to City Council, the public and city departments. They are also responsible for conducting the City's elections held every two years. The Finance component of the office is responsible for financial management, payroll, purchase processing and accounts payable. Finance staff collect and account for all City revenues, process and account for all disbursements, conduct financial status reviews, and assist with the preparation of the annual budget.

Legal services are provided by the City Attorney who is appointed by the City Council and who acts as the legal advisor for the Council, City Manager and Department Heads.

Following this narrative is a series of charts showing the various service areas which are the responsibility of General Government. These charts compare the FY04 and FY05 budget figures for each service area.

PROGRAM: Legislative - City Council   **Program cost: $73,350**

The Mayor and Council are elected officials who serve as the policy-making body of the City. The Council is composed of seven citizens elected to two (2) year terms. The Mayor is elected at large and is a full voting member of the Council. The Mayor also sets the Council agenda and chairs all Council meetings. The six Councilmembers are elected by Ward and vote on policy matters.

Council responsibilities include enacting ordinances and resolutions, adopting an annual budget, levying property taxes, appointing the City Manager and City Attorney, making appointments to City committees and commissions, and representing the City at official functions. The Council meets in nonvoting work sessions on the first and third Monday evenings of each month, regular voting sessions on the second and fourth Monday evenings of each month, and holds public hearings, special voting sessions and closed sessions when necessary.

Primary Objectives

•   Establish policy directions for the City Manager which is then carried out by the appropriate City staff.

•   Outline annual work plan for City Manager and conduct the Manager's annual evaluation.

•   Conduct City Attorney services evaluation.

•   Establish and oversee the implementation of the approved City Priorities which are detailed in Exhibit 1.

Budget Commentary

This program provides funding for Council salaries and operating expenses associated with the duties of the elected officials, their attendance at the annual Maryland Municipal League convention, biennial City election and City Committee expenses.

PROGRAM: General Management   **Program cost: $704,508**

Mission: For the benefit of City residents, their representatives, the City Council and City staff, the City Manager's office provides information to constituents, leadership on community planning for the future, and advocacy for the interests of City constituents so that the quality of life is preserved and enhanced through City services which are provided in a supportive and collaborative environment.

With the exception of some finance functions, the staff activities (most shared across other divisions in General Government) associated with the functions of General Management are reflected in the majority of the charts.

Primary Duties of the City Manager's Office:

●   Lobbying on behalf of City

        In consultation with City Council and State legislators, decide on City's legislative agenda for FY05 General Assembly session, including (possibly) the following:

        –   Pursue state/federal funding for public safety operations, e.g. increased state aid for police protection, funding for police crime prevention programs and possibly capital funding for police radio/computer equipment.

        –   Pursue fund for the City's Community Center.

        –   Pursue court process improvements that require State legislative action to improve court proceedings on court processing of parking and municipal infraction citations.

        –   Support Maryland Municipal League legislative agenda.

●   Organization Management

        Oversees the management of City Departments.

●   Customer Service / Information Requests

        The Customer Service Specialist who is located at the Information Desk in the Municipal Building Lobby serves as the first point of contact for most callers/visitors coming into the City building and for Councilmembers who wish to inquire about the status of items in the ACTion system. This person uses the system to route requests/complaints to the appropriate staff persons for follow-up. ACTion provides an accurate means for tracking citizen requests/complaints. The above figures are estimates of the number of requests/complaints that are not easily resolved and result in more intensive research, evaluation and discussion.

        The ACTion system was implemented in FY04 as a replacement for the former CiviCall.

●   To Carry Out the City Priorities

        To work with the City Manager and the City Departments to implement the approved Operational Plan to accomplish the following goals previously established by the City Council (Exhibit 1).

        –   Communications / Outreach
        –   Fiscal Management / Efficiency
4/30/04   –   Public Safety

- – Community Center
- – Economic Development
- – Infrastructure / City Assets / City Image
- – Affordable Housing

PROGRAM: Finance / City Clerk   **Program Cost: $537,954**

The Finance / City Clerk Office combines the operations of the Accounting Department and City Clerk's Office. Consolidation of these operations took place in FY04, coinciding with the retirement of the former Treasurer. The City Clerk assumed the role of City Clerk / Treasurer. In addition to the City Clerk / Treasurer, two of the remaining five staff in the office perform mid-level supervision and are included in the data for the "General Management & Finance - Management" chart.

SUB-PROGRAM: City Clerk

The staff primarily assigned to the duties of the City Clerk's Office provides a variety of services and acts as a central source of information for residents, the City Council, Managers and staff, and other local governments and outside organizations. Activities focus around the Council's weekly meetings with a large portion of the work performed being in preparation for these meetings and in follow-up to Council actions.

The City Clerk / Treasurer also serves as the elections administrator for all City elections, manages the City's records retention and management program in compliance with state laws, acts in the capacity as the official custodian of records, and participates in lobbying and negotiation efforts on behalf of the City (see "General Management & Finance - Lobbying & Government Liaison").

Staff performs a variety of administrative duties and add support to the activities of the General Management staff. Their roles in the shared responsibilities are reflected in the following charts:

- General Management & Finance - Clerical Support
- General Management & Finance - Reception
- General Management & Finance - Passports

Budget Commentary

A Records Retention and Disposal Schedule has been developed and reviewed by the State Records Management Division of the Department of General Services. Staff continues to evaluate current files and containment (readily accessible and archived files) as part of this project and explores alternatives to better manage records within limited office and storage space. Next steps in the project will involve final approval of the Schedule by the State Archivist, completion of file inventories, and implementation of a management plan.

Upon adoption of the Schedule, staff will research records management systems and other options to convert and condense archived records and other City documents to an alternate media for storage, indexing and retrieval, which would reduce the need for hard copy retention. Improving document management will better preserve important and historical City records and reduce bulk paper files, allowing for continued records growth within confined space. Overall, this project is anticipated to have a positive impact on the City's image by addressing one contributor to the crowded office space environment (duplicate paper records which necessitate growing numbers of file cabinets). Funding for implementation of the records management system will be included in future Capital Improvements Projects (CIP) budget requests.

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The City Clerk / Treasurer will continue to facilitate progress on the re-codification project which began in FY00, and will implement the shift to in-house codification (updating the City Code as amended, producing and distributing supplements, and ensuring availability of a current Charter/Code via the City's internal network to staff and via the Internet to residents and others).

Council Meetings

Manage preparation of the Council's weekly and rolling agendas of meetings, organize and make meeting documents available to the public, and coordinate all matters pertaining to each meeting. Attend all Council meetings and record the minutes, and follow-up on all matters arising out of Council actions.

In addition to the City Manager, staff activities related to this function are reflected in the "General Management & Finance - Council Agenda Management" chart.

Primary Objectives

1.   Make agendas available to all persons wishing to receive them.
2.   Transcribe Council discussions on laptop computer during meetings to facilitate quick turnaround of minutes (i.e., draft minutes for Council consideration within two weeks of meeting).
3.   In coordination with the Communications Office, explore the designation of space on the City's web page that will feature Council agendas, minutes of meetings, official notices and other information. CodeMaster software is a component of the re-codification project and is designed to link the City Code, Resolutions, Ordinances, Agendas and Minutes for search/retrieval.
4.   Coordinate with individual Councilmembers in planning and executing walking City Council meetings in each Ward on an annual cycle.

Performance Measures and Ongoing Outputs

		FY03 Actual	FY04 Est. Actual
1.	Regular Sessions	20	20
2.	Work Sessions	42	48
3.	Public Hearings	15	6
4.	Special Sessions	15	15
5.	Closed Sessions	30	20
6.	Walking City Council Meetings	6	6

Codification

Update the City Code based on adoption of Code-amending legislation. Produce and distribute Code supplements to City departments, other municipalities, and State, County, regional and other agencies which maintain reference copies of the City Code.

It should be noted that not all ordinances are codified, only those which effect a change to the City Code. Resolutions, with a couple of exceptions (i.e., Charter Amendment Resolutions and Annexation Resolutions), are not codified. Since all adopted legislation is not codified, the numbers of ordinances, resolutions and Charter Amendment resolutions adopted also reflect the Council's legislative activity and serve as a workload indicator for the persons responsible for drafting the legislation.

The "General Management & Finance - Legislation Management" chart illustrates this function.

Primary Objectives

1.   Continue to facilitate re-codification project which began in FY00.
2.   Implement in-house codification and on-going maintenance of the City Code once re-codification project is completed.
3.   Upon completion of the re-codification project, will provide current City Code to staff via City-wide network and to residents and others via a link to the City's Web page. Hard copies will remain available for public inspection in the Administration and Treasurer / City Clerk Office, as well as the Library.

Performance Measures and Ongoing Outputs	FY03 Actual	FY04 Est. Actual
1. Ordinances adopted	54	58
2. Resolutions adopted	80	85
3. Charter Amendment Resolutions enacted	0	0

Licenses and Permits

Oversee processing and issuance of permit applications for street closures (e.g., block parties, neighborhood events, festivals, etc.), peddlers, canvassers and transient merchants, and sidewalk sales. Serve as signatory on all permits, including those prepared by other City departments (e.g., utilities, tree removal, street construction, construction dumpsters, driveway aprons, demonstrations/parades/events).

Primary Objectives

1.   Continue to make recommendations regarding amendments to Code as relate to activities for which a City license or permit is required.
2.   Continue interdepartmental coordination regarding authorization and issuance of licenses and permits.
3.   Continue to explore automation of City's permitting/licensing processes.

Performance Measures and Ongoing Outputs

	FY03 Actual	FY04 Est. Actual
1. Peddler/Canvasser/Transient Merchant	8	8
2. Public space/Street closures	25	25
3. Sidewalk Sales	2	0
4. Parking (Area B)*	25	0
5. Tree Permits**	10	0
6. Driveway Permits**	3	0
7. Utilities**	40	0
8. Construction dumpsters**	5	0

* Administration of "Area B" permit parking was revised in FY04 and no longer involves oversight by the City Clerk / Treasurer.

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** City Clerk / Treasurer signature is no longer required on permits for tree removal, driveway installation, utility work or placement of construction dumpsters.

Mailings

Supervise weekly mailing of agendas and rolling agendas to residents and others, as requested. Maintain mailing lists for community, citizen, tenant and business associations, and for various Council appointed committees. Compile special mailing lists for residents affected by matters requiring public or legal notice.

Primary Objectives

1.   Update agenda mailing list by way of bi-annual survey to confirm recipients' desire to continue receiving the agenda.
2.   Continue to provide weekly agenda via e-mail to individuals and groups upon request, and post the same to the message board on the City's web page.
3.   Maintain current listings of local community associations and officers, and members on statutory committees.

Performance Measures and Ongoing Outputs	FY03 Actual	FY04 Est. Actual
1. Weekly agendas mailed	48	50
2. Zoning/variance cases*	4	0
3. Accessory apartments*	2	0
4. Liquor license applications*	1	0
5. Community association mailings*	35	15

* Special interest mailings are being handled by the departments responsible for the issue of notice.

Petitions

Receive and verify petitions or requests from residents who want traffic control devices, permit parking areas, and sledding street designations. Coordinate input from Police, Public Works and ECD staff, as necessary. Provide for proper public and legal notice. Ensure processing according to City Code and/or regulations.

Primary Objectives

1.   Provide resident with timely notification upon verification of petition or receipt of request.
2.   Initiate processing of petitions and requests through interdepartmental coordination.

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Performance Measures and Ongoing Outputs	FY03 Actual	FY04 Est. Actual
1. Speed hump petitions	7	4
2. Parking permit petitions	1	0
3. Sledding designations	1	1
4. Parking signs	6	5
5. Stop signs	2	2
6. Traffic calming devices	15	10

Reference Information

Provide general research and information services to Council, staff and citizens on City's past and current legislation, etc., using City, State and County Codes, and the City's central files and archives. (See "General Management & Finance - Information Requests" and "General Management & Finance - Records Management" charts)

Primary Objectives

1.   Keep reference library up-to-date; reduce duplication of reference materials.
2.   Complete and adopt a state-approved records schedule.
3.   Investigate and recommend document management options (electronic imaging (CD-ROM), software, etc.) to enable more efficient handling and accessibility of City records.
4.   Continue to maintain file system for implementation of policy for centralization of City contracts, agreements, MOU's, etc.
5.   Maintain archives and central files.

Performance Measures and Ongoing Outputs

	FY03 Actual	FY04 Est. Actual
1. Reference sources		
(a) Central Files	730	850
(b) State Codes	1	1
(c) County Codes	2	2
(d) Other City Codes	9	9

Elections

The City Clerk / Treasurer is responsible for planning, coordinating and administrating all aspects of the biennial Nominating Caucus and City Election (next City Election, November 2005), as well as any other elections that may be deemed necessary, and managing the non-U.S. citizen voter registration system. (See "General Management & Finance - Elections" chart)

Primary Objectives

1.   Work in consultation with Corporation Counsel to develop guidelines for the non-U.S. citizen voter registration process and maintenance of the non-U.S. citizen voter roll, and a procedure to

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follow in the event questions arise regarding registrations (e.g., proper/improper completion of voter application forms).

2.   Continue to assist in outreach efforts aimed at increasing voter registration (e.g., translation of voter form).

Performance Measures and Ongoing Outputs

		FY03 Actual	FY04 Est. Actual
1.	Registered voters	9,842	9,842
2.	Non U.S. Citizen registered voters	494	514

Citizen Requests/Complaints

Utilize the ACTion automated customer support system to document, route and track disposition of citizens' requests and complaints regarding City services. (See "General Management & Finance - Council Service Requests" chart)

Primary Objectives

1.   Provide immediate response to requests/complaints received via telephone, correspondence, suggestion boxes or visit from citizen.
2.   Use computerized customer request/complaint system to aid in efficient and timely responses.

Performance Measures and Ongoing Outputs	FY03 Actual	FY04 Est. Actual
1. Requests/Complaints	100	180

Performance Milestones / Benchmarks

Performance Variable	Performance Milestone	FY04 Est. Actual
Percentage of City Council meeting minutes prepared for consideration/adoption by Council within 2 weeks.*	95%	%
Prompt issuance of Council referrals (follow-up items).	95% within 2 working days	98%

* The City Clerk's transition to City Clerk / Treasurer took place earlier than anticipated. This required an immediate shift in priorities to accommodate the additional workload and management responsibilities. The current backlog of minutes is anticipated to be resolved by the end of FY04. Final adopted budget document will reflect the final percentage.

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SUB-PROGRAM: Finance

The Finance Division is responsible for the financial administration of the City government through the development and implementation of sound financial policies and practices. Major functions of the division include responsibility for revenue collection, accounting and reporting for all funds, investments, disbursement of funds for goods and services, and monitoring of City budget.

With the exception of budget administration, the functions illustrated by the following charts are attributed to the staff assigned to finance-related activities (to include the City Clerk / Treasurer):

- General Management & Finance - Accounts Receivable
- General Management & Finance - Accounts Payable
- General Management & Finance - Payroll
- General Management & Finance - Investment Management
- General Management & Finance - Grants Management
- General Management & Finance - Audit

Program Objectives:

1.   Provide quarterly budget amendments & financial updates to Council. Present quarterly updates on Revenues/Expenditures at staff meetings.

2.   Continue implementation of three year plan to up-grade financial system (Software).

3.   Continue process for overseeing existing and future grants(financial billing).

4.   Incorporate finance-related initiatives from adopted FY05 City Priorities in workplan.

	FY 03 Actual	FY 04 Est. Actual
Work Process Outputs		
1. Billing:		
Refuse and License billing		
# of invoices sent	600	600
Date of 1st mailing	January	January
# of second notices sent	100	100
Date of 2nd notice	February	February
# sent to tax sale (from prior year)	50	50
Stormwater Management		
Stormwater bills processed	4,100	4,100
Date of 1st Mailing	March	March
Date of 2nd notice	May	May
2. Payroll:	FY 03	FY 04
# of employees paid		
Bi-Weekly	182	182

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3. Accounts Payable:	FY 03	FY 04
Invoice Processing		
# of invoices processed	6,000	6,000
% of invoices requiring additional information	5%	2%
# of checks written	4,500	4,500

4. Customer Service:		
# of walk-in serviced at window	5,350	5,350
% Police issue	10%	10%
% Recreation issue	30%	30%
% Other	60%	60%

Performance Milestones / Benchmarks

Performance Variable	Performance Milestone	FY03	FY04
Timely payment of invoices.	Turn around time from invoice to payment: 21 days	25 days	23 days
Timely and accurate billings for grant reimbursements.	95% completed on time. 95% completed accurately.	On Target On Target	95% 96%

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PROGRAM: Legal Services   **Program cost: $125,000**

The City Attorney is appointed by the City Council and serves as the primary legal advisor to the City Council, the City Manager, City staff, and City boards and commissions. The City Attorney drafts or reviews proposed ordinances and resolutions, researches questions of procedure and policy, and provides legal opinions to City officials addressing their powers and duties. The City Attorney prepares real estate purchase and sales agreements and easement agreements and deeds; reviews or develops contract specifications, leases and general agreements; represents the City in litigation, hearings; and prosecutes violations of the City Code including housing code and rent control violations.

Primary Objectives

1.   Coordinate with each Department to prioritize goals for best use of legal services.

2.   Draft or review priority legislation.

Budget Commentary

The Legal services budget includes expenses for legal advice to City officials and litigation expenses. Legal services are provided under agreement with the Law Offices of Silber & Perlman, PA.

PROGRAM: Information Systems   **Program cost: $201,612**

This program ensures the proper maintenance and operation of all City operated information system resources. These resources include computers, and all peripherals, the phone and voice-mail systems, phones and door entry control devices. IS is responsible for six service areas which are explained below. Following the narrative are a series of charts which compare the FY 04 and FY 05 budget numbers for each of theses six service areas.

Administration
This service area covers departmental administrative tasks. Staff supervision, software documentation, maintaining accurate records.

Training
The IS department provides in house training for staff on all the software used. Whenever outside parties are involve IS provides coordination and logistics. In house training sessions run from January to June on alternate Thursdays.

Hardware Support
The following list outlines hardware that IS currently supports. IS staff also repairs and upgrades the listed equipment

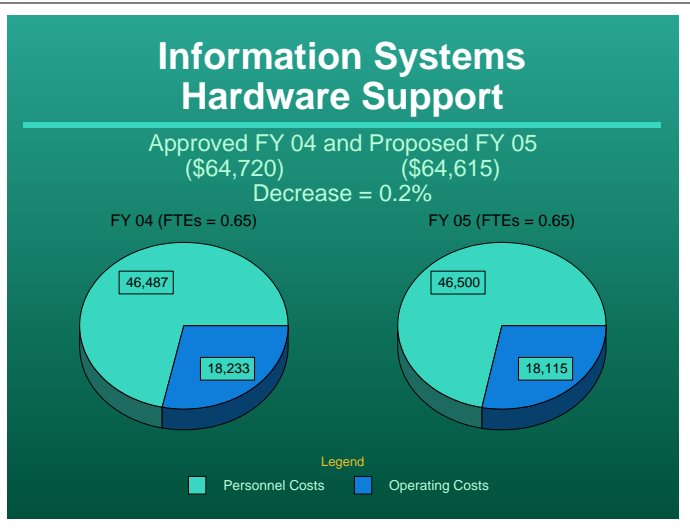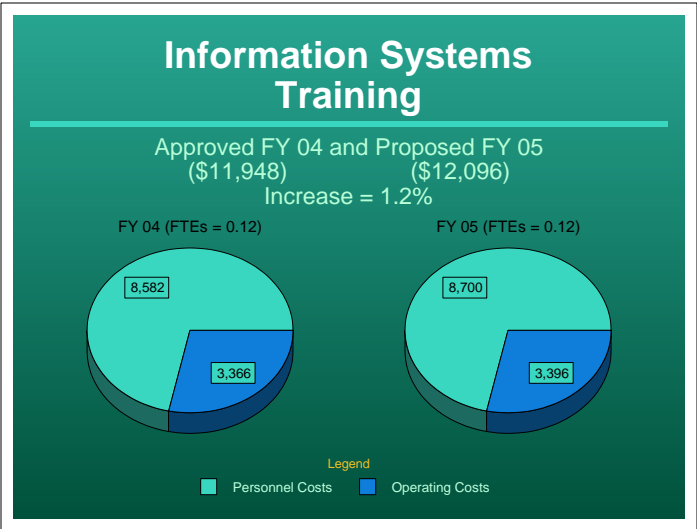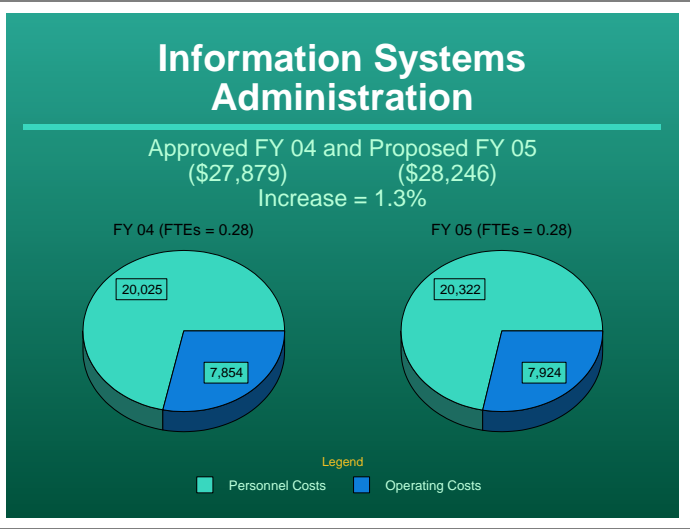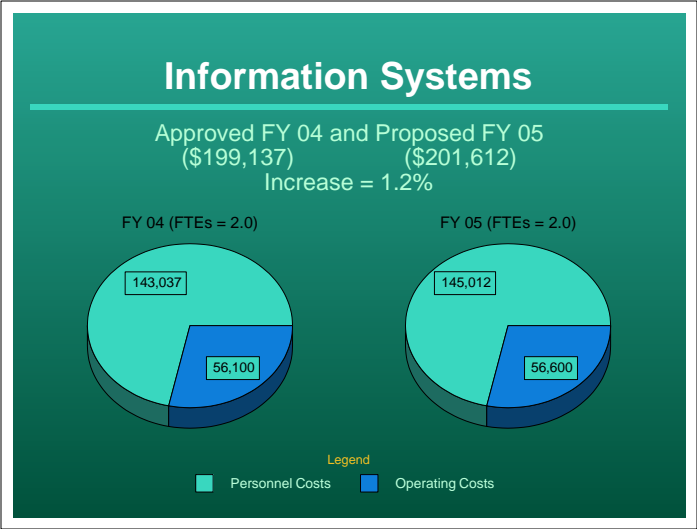|	FY02	FY03	FY04	FY05
Equipment Support				
Workstations.	96	101	105	111
Printers	41	45	46	49
Novell Servers	6	6	6	8
Unix Servers	1	2	2	3
NT Servers	2	3	4	6
Routers	3	5	6	7
Hubs	14	12	9	11
Switches	1	5	3	4
Phone Support				
Phones	98	101	105	109
Voice Mail Systems	2	2	1	1

Software Support
IS staff aggressively monitors software update releases from our software vendors. All equipment must have the latest patches to ensure optimal performance and prohibit security vulnerabilities. The information systems manager also routinely answers staff requests for software support on word processing, spreadsheet, database, printing and all other computer related problems.
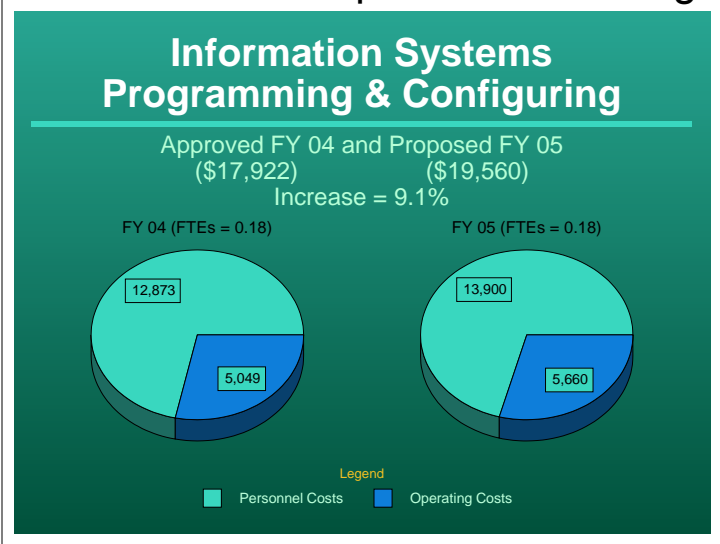
Telephones/Voice Mail
This service area provides support for all phone system components. All moves, changes and add-ons are done by IS staff.

Programing/Configuring
All city computer systems are part of a Wide Area Network (WAN). The communication equipment that links all components requires continuous monitoring and configuring. This service area is responsible for routine updates and all configuring tasks.

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Information Systems

Approved FY 04 and Proposed FY 05
($199,137)   ($201,612)
Increase = 1.2%

FY 04 (FTEs = 2.0)   FY 05 (FTEs = 2.0)

143,037   56,100   145,012   56,600

Legend
■ Personnel Costs   ■ Operating Costs

Information Systems Administration

Approved FY 04 and Proposed FY 05
($27,879)   ($28,246)
Increase = 1.3%

FY 04 (FTEs = 0.28)   FY 05 (FTEs = 0.28)

20,025   7,854   20,322   7,924

Legend
■ Personnel Costs   ■ Operating Costs

Information Systems Training

Approved FY 04 and Proposed FY 05
($11,948)   ($12,096)
Increase = 1.2%

FY 04 (FTEs = 0.12)   FY 05 (FTEs = 0.12)

8,582   3,366   8,700   3,396

Legend
■ Personnel Costs   ■ Operating Costs

Information Systems Hardware Support

Approved FY 04 and Proposed FY 05
($64,720)   ($64,615)
Decrease = 0.2%

FY 04 (FTEs = 0.65)   FY 05 (FTEs = 0.65)

46,487   18,233   46,500   18,115

Legend
■ Personnel Costs   ■ Operating Costs

Information Systems Software Support

Approved FY 04 and Proposed FY 05
($51,776)   ($51,905)
Increase = 0.3%

FY 04 (FTEs = 0.52)   FY 05 (FTEs = 0.52)

37,190   14,586   37,190   14,715

Legend
■ Personnel Costs   ■ Operating Costs

Information Systems Telephones & Voice Mail

Approved FY 04 and Proposed FY 05
($24,893)   ($25,190)
Increase = 1.2%

FY 04 (FTEs = 0.25)   FY 05 (FTEs = 0.25)

17,880   7,013   18,400   6,790

Legend
■ Personnel Costs   ■ Operating Costs

**Information Systems
Programming & Configuring**

Approved FY 04 and Proposed FY 05
($17,922)   ($19,560)
Increase = 9.1%

FY 04 (FTEs = 0.18)   FY 05 (FTEs = 0.18)

| 12,873 | 13,900 |
| 5,049 | 5,660 |

Legend

■ Personnel Costs   ■ Operating Costs

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PROGRAM: Human Resources   **Program Cost: $124,025**

Human Resource Management exists for the benefit of city staff, citizens and the Council so that employees become highly skilled in the performance of their jobs and provide quality service to the citizens, Council and other staff. To accomplish this the Human Resources Team works with teams in all service areas and focuses on improving processes to reduce the cost of City operations. The Team is also responsible for developing a thorough training and development program which focuses on the key elements of each City job and has as its primary goal the provision of services which meet quality standards, for a reasonable cost, in a responsive time period and in a manner that satisfies the needs of the citizens.

The Human Resources Team is responsible for developing and recommending personnel policy; compiling and publishing personnel regulations; and administering the City's Organizational Development, Personnel Management, Training, and Risk Management programs.

FY04 Highlights

An Attitude/Climate survey was conducted in July 03 to ascertain how well things have been going since the signing of the Resolution Agreement between the U.S. Department of Justice's Office of Justice Programs and the City of Takoma Park on July 2, 2001. The findings of the survey were discussed with Council, department heads, and staff. As a result of the findings, Department Heads divided into 3 groups to develop actions plans to address the following areas of concerns: Training, Performance Evaluation Process and Staff Interaction. Action plans are work in progress and will be implemented fully in FY05.

Defensive Driving, Customer Service and Ethics training were provided to all employees.

A new employee orientation was developed and implemented.

Primary Focus for FY 05:   The City's contract with the EEO Consultant is due to expire in October, 2004. The EEO Consultant has played a pivotal role in reviewing and evaluating the city's effectiveness in preventing discrimination, harassment and retaliation in the workplace. The Human Resource Team will explore ways to retain services of an EEO Consultant for purposes of conducting EEO investigations and climate surveys. The Human Resources Team will continue to coordinate training for all staff, increase visibility on city's website and implement language skills certification program.

Personnel Management

The major purpose of personnel management is to provide assistance to employees and management, and to research and provide technical advice as required in the following areas:

1. Recruiting and hiring
2. Implementing and monitoring City's
   Affirmative Action Plan
3. Performance evaluation
4. Personnel records management
9. Employee Assistance Program

5. Compensation and benefits programs
6. Position classification
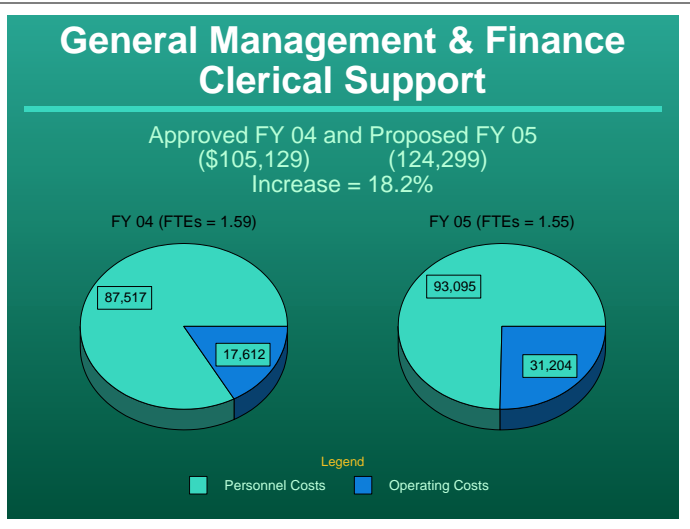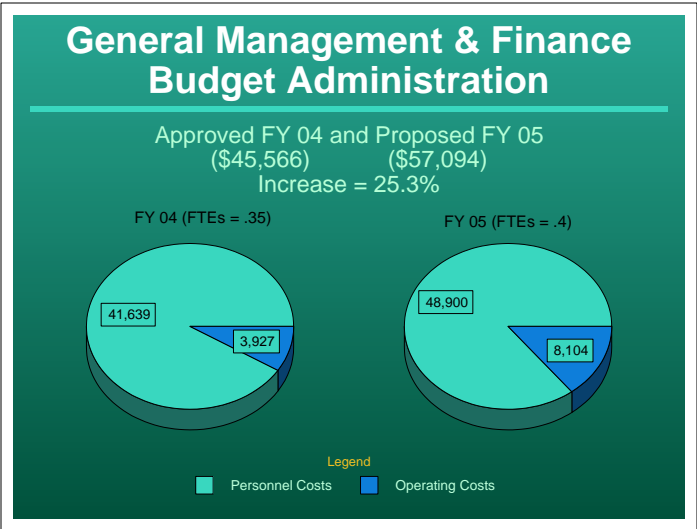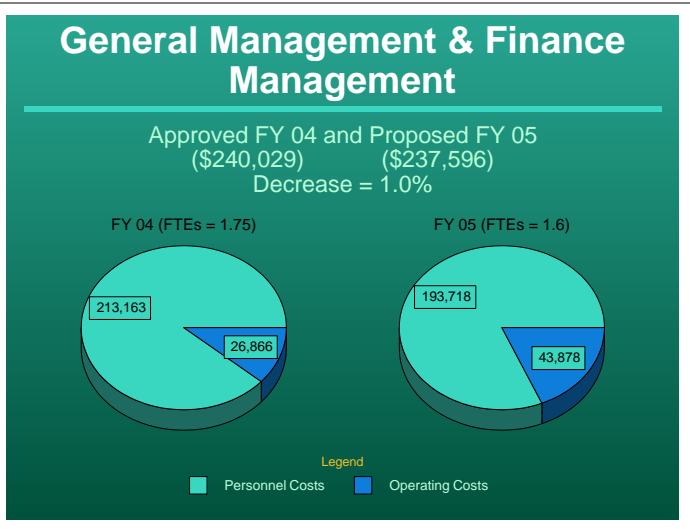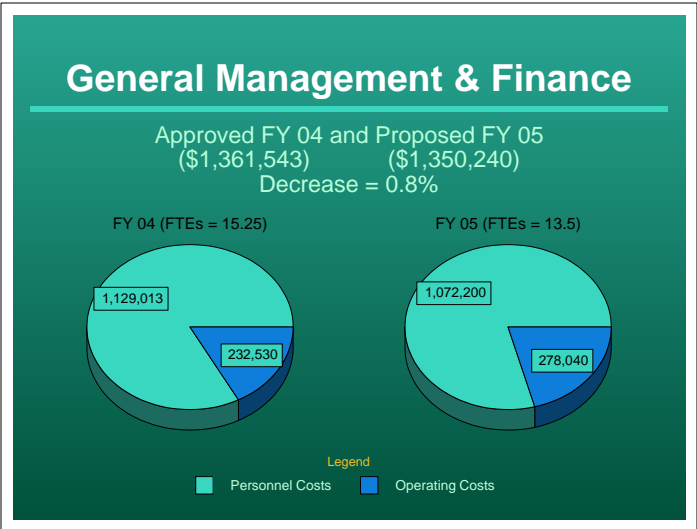7. Labor relations
8. Employee incentive awards programs

Training and Development

This program involves an assessment of organization and individual employee training needs; integration of departmental training needs with organizational needs; assisting departments in the development of training plans, researching and advising on available training courses. This program also includes the administration of the Tuition Assistance Program. The orientation of new employees is also an important part of the training program.
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Risk Management/Safety

The Risk Management program exists for the benefit of citizens and city staff so that City facilities are safe for public use, that a safe working environment for employees is maintained, and that City resources are adequately safeguarded. To accomplish this program, safety guidelines are developed and reviewed and procedures are implemented in order to provide a safe environment for employees and citizens using City facilities; reducing employee injuries, illnesses and the associated costs; decreasing liability exposure to the City; and decreasing operating costs through conservation of City property, equipment and facilities. An integral part of the safety program is the monitoring of the departments for compliance with OSHA standards and regulations; developing standard procedures for and the monitoring of accident reports; timely compliance with Workers Compensation reporting procedures; and monitoring and providing for adequate insurance coverage for the City.

General Management & Finance

Approved FY 04 and Proposed FY 05
($1,361,543)   ($1,350,240)
Decrease = 0.8%

FY 04 (FTEs = 15.25)   FY 05 (FTEs = 13.5)

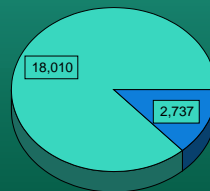1,129,013   232,530   1,072,200   278,040

Legend
■ Personnel Costs   ■ Operating Costs
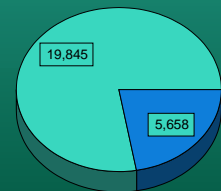
General Management & Finance
Management

Approved FY 04 and Proposed FY 05
($240,029)   ($237,596)
Decrease = 1.0%
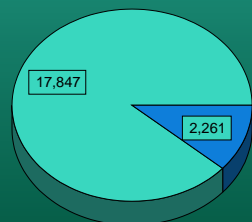
FY 04 (FTEs = 1.75)   FY 05 (FTEs = 1.6)

213,163   26,866   193,718   43,878

Legend
■ Personnel Costs   ■ Operating Costs

General Management & Finance
Budget Administration

Approved FY 04 and Proposed FY 05
($45,566)   ($57,094)
Increase = 25.3%

FY 04 (FTEs = .35)   FY 05 (FTEs = .4)

41,639   3,927   48,900   8,104

Legend
■ Personnel Costs   ■ Operating Costs

General Management & Finance
Clerical Support

Approved FY 04 and Proposed FY 05
($105,129)   (124,299)
Increase = 18.2%

FY 04 (FTEs = 1.59)   FY 05 (FTEs = 1.55)

87,517   17,612   93,095   31,204

Legend
■ Personnel Costs   ■ Operating Costs

General Management & Finance
Reception

Approved FY 04 and Proposed FY 05
($60,954)   ($51,876)
Decrease = 14.9%

FY 04 (FTEs = 1.075)   FY 05 (FTEs = 0.75)

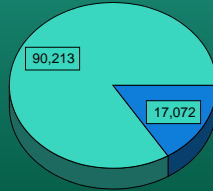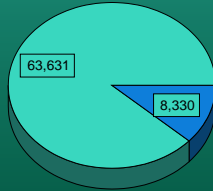49,054   11,900   46,860   5,016

Legend
■ Personnel Costs   ■ Operating Costs

General Management & Finance
Passports

Approved FY 04 and Proposed FY 05
($27,027)   ($29,439)
Increase = 8.9%

FY 04 (FTEs = 0.475)   FY 05 (FTEs = 0.45)

21,791   5,236   23,348   6,091

Legend
■ Personnel Costs   ■ Operating Costs

General Management & Finance
Council Agenda Management

Approved FY 04 and Proposed FY 05
($43,855)   ($48,865)
Increase = 11.4%

FY 04 (FTEs = 0.51)   FY 05 (FTEs = 0.51)
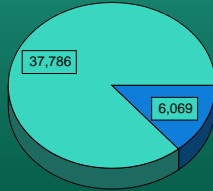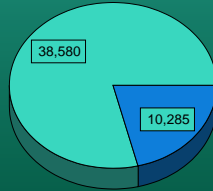
37,786   38,580
6,069   10,285

Legend
■ Personnel Costs   ■ Operating Costs

General Management & Finance
Information Requests

Approved FY 04 and Proposed FY 05
($32,737)   ($36,078)
Increase = 10.2%

FY 04 (FTEs = 0.4)   FY 05 (FTEs = 0.38)
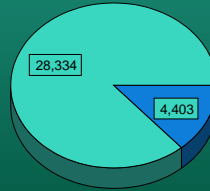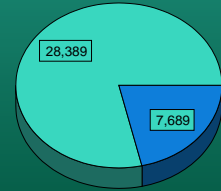
28,334   28,389
4,403   7,689

Legend
■ Personnel Costs   ■ Operating Costs

General Management & Finance
Council Service Requests

Approved FY 04 and Proposed FY 05
($79,601)   ($58,971)
Decrease = 25.9%

FY 04 (FTEs = 0.77)   FY 05 (FTEs = 0.56)
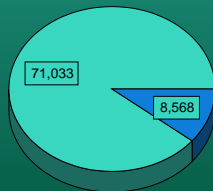
71,033   50,131
8,568   8,840
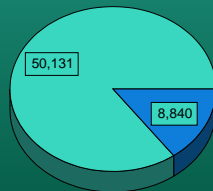
Legend
■ Personnel Costs   ■ Operating Costs

General Management & Finance
Records Management

Approved FY 04 and Proposed FY 05
($20,747)   ($25,503)
Increase = 22.9%

FY 04 (FTEs = 0.25)   FY 05 (FTEs = 0.28)

18,010   19,845
2,737   5,658

Legend
■ Personnel Costs   ■ Operating Costs

General Management & Finance
Elections

Approved FY 04 and Proposed FY 05
($20,108)   ($0)

FY 04 (FTEs = 0.2)

17,847
2,261

■ Personnel Costs   ■ Operating Costs

General Management & Finance
Legislation Management

Approved FY 04 and Proposed FY 05
($23,730)   ($21,410)
Decrease = 9.8%

FY 04 (FTEs = 0.25)   FY 05 (FTEs = 0.2)

20,933   17,522
2,737   3,888

Legend
■ Personnel Costs   ■ Operating Costs

4/30/04
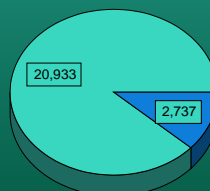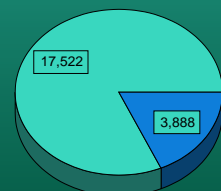
General Management & Finance
Human resources

Approved FY 04 and Proposed FY 05
($71,961)   ($107,285)
Increase = 49.1%
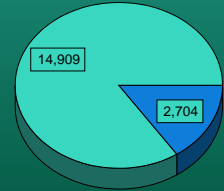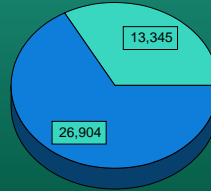
FY 04 (FTEs = 0.75)   FY 05 (FTEs = 1.05)

63,631
8,330

90,213
17,072

Legend
■ Personnel Costs   ■ Operating Costs

General Management & Finance
EEO/Diversity

Approved FY 04 and Proposed FY 05
($40,249)   ($17,613)
Decrease = 56.2%

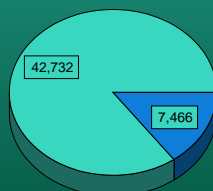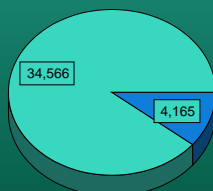FY 04 (FTEs = 0.17)   FY 05 (FTEs = 0.17)

13,345
26,904

14,909
2,704

Legend
■ Personnel Costs   ■ Operating Costs

General Management & Finance
Employee Relations

Approved FY 04 and Proposed FY 05
($38,731)   ($50,198)
Increase = 29.6%

FY 04 (FTEs = 0.38)   FY 05 (FTEs = 0.43)

34,566
4,165

42,732
7,466

Legend
■ Personnel Costs   ■ Operating Costs

General Management & Finance
Lobbying & Government Liasion

Approved FY 04 and Proposed FY 05
($42,539)   ($48,017)
Increase = 12.9%
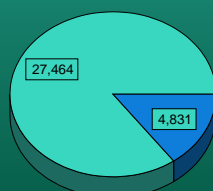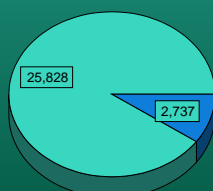
FY 04 (FTEs = 0.34)   FY 05 (FTEs = 0.39)

38,731
3,808

45,397
2,620
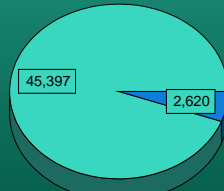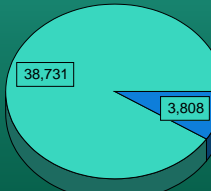
Legend
■ Personnel Costs   ■ Operating Costs

General Management & Finance
Development Review

Approved FY 04 and Proposed FY 05
($28,565)   ($32,295)
Increase = 13.1%

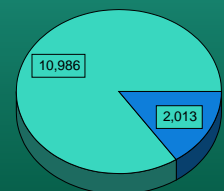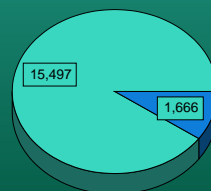FY 04 (FTEs = 0.25)   FY 05 (FTEs = 0.25)

25,828
2,737

27,464
4,831

Legend
■ Personnel Costs   ■ Operating Costs

General Management & Finance
Transportation & Pedestrian Safety

Approved FY 04 and Proposed FY 05
($17,163)   ($12,999)
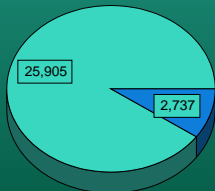Decrease = 24.3%

FY 04 (FTEs = 0.15)   FY 05 (FTEs = 0.1)

15,497
1,666

10,986
2,013

Legend
■ Personnel Costs   ■ Operating Costs
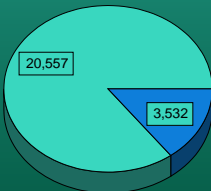
4/30/04

General Management & Finance
Risk Management

Approved FY 04 and Proposed FY 05
($28,642)   ($24,089)
Decrease = 15.9%

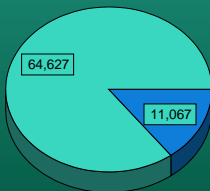FY 04 (FTEs = 0.25)   FY 05 (FTEs = 0.2)

25,905   20,557
2,737   3,532

Legend
■ Personnel Costs   ■ Operating Costs
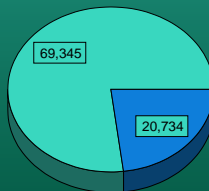
General Management & Finance
Procurement

Approved FY 04 and Proposed FY 05
($75,694)   ($90,079)
Increase = 19.0%

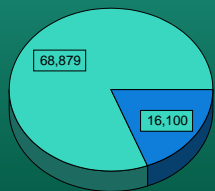FY 04 (FTEs = 1.04)   FY 05 (FTEs = 1.04)

64,627   69,345
11,067   20,734

Legend
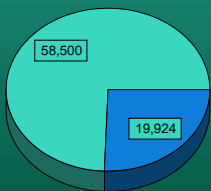■ Personnel Costs   ■ Operating Costs

General Management & Finance
Accounts Receivable

Approved FY 04 and Proposed FY 05
($84,979)   ($78,424)
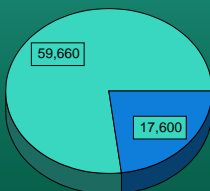Decrease = 7.7%

FY 04 (FTEs = 1.15)   FY 05 (FTEs = 1.0)

68,879   58,500
16,100   19,924

Legend
■ Personnel Costs   ■ Operating Costs
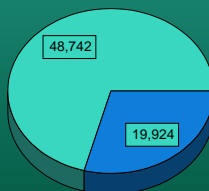
General Management & Finance
Accounts Payable

Approved FY 04 and Proposed FY 05
($77,260)   ($68,666)
Decrease = 11.1%

FY 04 (FTEs = 1.15)   FY 05 (FTEs = 1.0)

59,660   48,742
17,600   19,924

Legend
■ Personnel Costs   ■ Operating Costs

General Management & Finance
Payroll

Approved FY 04 and Proposed FY 05
($59,522)   ($68,254)
Increase = 14.7%

FY 04 (FTEs = 0.75)   FY 05 (FTEs = 0.8)
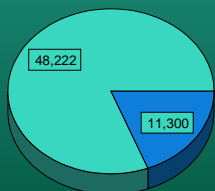
48,222   52,461
11,300   15,793

Legend
■ Personnel Costs   ■ Operating Costs

General Management & Finance
Investment Management

Approved FY 04 and Proposed FY 05
($6,342)   ($2,739)
Decrease = 56.8%

FY 04 (FTEs = 0.05)   FY 05 (FTEs = 0.02)

5,142   2,145
1,200   594

Legend
■ Personnel Costs   ■ Operating Costs

4/30/04

**General Management & Finance
Grants Management**

Approved FY 04 and Proposed FY 05
($34,460)   ($14,742)
Decrease = 57.2%

FY 04 (FTEs = 0.35)   FY 05 (FTEs =0.17)

29,460

11,340

5,000

3,402

Legend
■ Personnel Costs   ■ Operating Costs

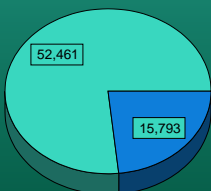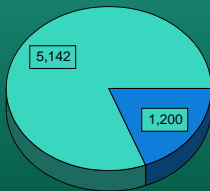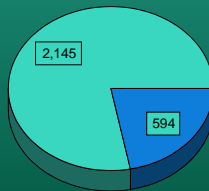**General Management & Finance
Audit**

Approved FY 04 and Proposed FY 05
($55,941)   ($43,712)
Decrease = 21.9%

FY 04 (FTEs = 0.35)   FY 05 (FTEs = 0.2)

28,341

16,934

27,600

26,778

Legend
■ Personnel Costs   ■ Operating Costs

Council Budget

Approved FY 04 and Proposed FY 05
($91,085)   ($73,350)
Decrease = 19.5%

FY 04   FY 05

41,500

41,500

500
4,085

500
6,000

20,000

8,000

17,000

8,350

17,000

■ Personnel Costs   ■ Election
■ Expenses   ■ Misc
■ City Commissions   ■ Commission Training

Legal Services

Approved FY 04 and Proposed FY 05
($112,000)   ($125,000)
Increase = 11.6%

FY 04   FY 05

84,000

90,000

1,000
2,000
5,000

5,000
1,000
2,000

20,000

7,000

20,000

■ Legal Advice   ■ General Litigation   ■ MI Litigation
■ Codification   ■ COLTA Litigation   ■ City Code Contract

4/30/04